Chapter 1
Overview

In this chapter

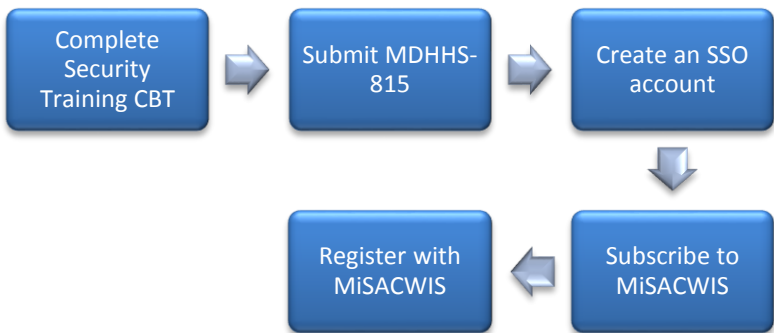*Page intentionally left blank.*

Accessing MiSACWIS

As a new seclusion and restraint user in MiSACWIS, there is a procedure you need to follow in order to access the system:

```
Complete          Submit MDHHS-       Create an SSO
Security      →      815          →     account
Training CBT
                                          ↓
Register with  ←   Subscribe to
MiSACWIS           MiSACWIS
```

Complete Security Training

As a new MiSACWIS user, you are required to take the Security Training CBT (Computer-Based Training) lesson. This lesson can be found on the MiSACWIS Training public website.

You must receive a passing score of 90% on the test in the CBT.
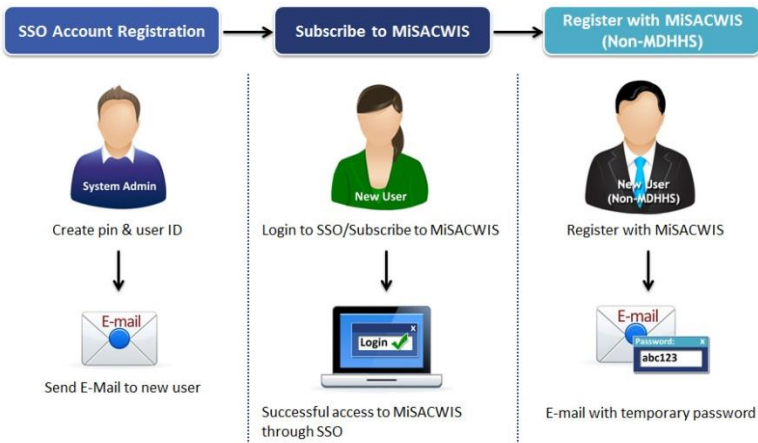
Submit the MDHHS-815

After you complete and submit the MDHHS-815: Non-MDHHS Employee form, you will receive an e-mail with instructions on how to subscribe to MiSACWIS. Also included in the e-mail is a MiSACWIS PIN that you will need for the subscription process.

Non-contracted agencies should obtain the MDHHS-815 form from their licensing consultant. The licensing consultant will send your completed MDHHS-815 to DCWL and App Security for further processing.

SSO and MiSACWIS Registration

The next few steps include creating an account in SSO, subscribing to MiSACWIS, and registering with MiSACWIS:

SSO Account Registration	Subscribe to MiSACWIS	Register with MiSACWIS (Non-MDHHS)
System Admin	New User	New User (Non-MDHHS)
Create pin & user ID	Login to SSO/Subscribe to MiSACWIS	Register with MiSACWIS
E-mail	Login ✓	E-mail / Password: abc123
Send E-Mail to new user	Successful access to MiSACWIS through SSO	E-mail with temporary password

Create an SSO account

The first step to accessing MiSACWIS is to create a Single Sign-On (SSO) account. As a non-MDHHS user, you will use this URL for SSO: https://sso.state.mi.us/

To create an SSO account:

1. On the State of Michigan SSO login screen, click **Register** to register as a new SSO user. The Registration – Step 1 screen appears:

2. Enter your first name, last name, and e-mail address in the required fields and click **Continue**. The Registration – Step 2 screen appears.

3. In the box next to your last name and first initial, enter a four-digit number to create a unique SSO User ID.

   OR

   Select the **Yes** option to have SSO generate a four-digit number for you.

4. In the **Enter the number as it is shown in the box below** box, enter the number that appears at the bottom of the Registration – Step 2 screen.

5. Click **Continue**. The User Registration Confirmation screen appears:

6. Review your information and click **Submit**. You will see a confirmation screen. You should receive an e-mail within 24 hours with your new SSO User ID and temporary password.

Change your SSO password

After you create an SSO account, you will receive an e-mail from the SSO administrator with your new User ID and temporary password. When you first login to SSO, you will be prompted to change your password.

To change your SSO password:

1. Login to the State of Michigan SSO. The Password Expiration screen appears:

2. Type your temporary password in the **Input old password** box, and then your new password in the **Input new password** box.

3. Type your new password a second time in the **Confirm new password** box and click **Change Password**. The Change Challenge/Response Answers screen appears.

4. For each question, type your answer and type it again to confirm. When you finish answering all the challenge questions, click **OK**. The Account Maintenance screen appears.

5. Click **Done**. The Application Portal screen appears.

Subscribe to MiSACWIS

After you successfully login to SSO, you need to subscribe to the MiSACWIS application.

To subscribe to MiSACWIS:

1. Login to the State of Michigan SSO. The Application Portal screen appears:

2. Click Subscribe to Applications. The Subscription screen appears.

3. Select **Dept of Human Services** from the list on the left, and **DHS – MiSACWIS** from the list on the right:

4. Click **Next**. The Subscribe to SACWIS screen appears.

5. Enter your telephone number and e-mail address. ***The e-mail address you enter here must match the one you entered in SSO.***

6. In the **SACWIS PIN** box, enter your SACWIS PIN from the administrator e-mail you received:

7. Click **Subscribe to SACWIS**. The User Enrollment Confirmation screen appears.

8. Review your MiSACWIS user information and click **Confirm**. You will see a confirmation screen.
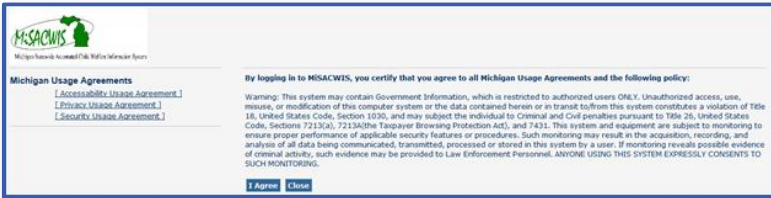

9. Click **Close** to return to the Application Portal.

10. Click <u>Sign Off</u> to log out of SSO. When you log back in, you will see a link to the MiSACWIS application on your Application Portal screen.

Register in MiSACWIS

Aside from subscribing to MiSACWIS through SSO, non-MDHHS workers will also need to register in MiSACWIS. Once you register, you will receive an e-mail with your MiSACWIS User ID and a temporary password.
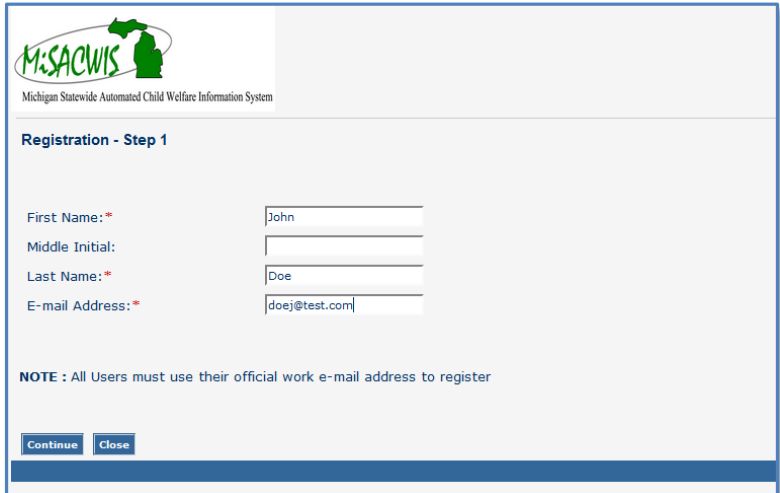
To register in MiSACWIS:

1. Login to the State of Michigan SSO. The Application Portal screen appears.

2. Click <u>DHS – MiSACWIS</u>. The Michigan Usage Agreement screen appears:

3. Click **I Agree** to agree to the usage agreement. The MiSACWIS Login screen appears.

4. Click **Register**. The MiSACWIS Registration screen appears:

5. Enter your first name, last name, and e-mail address in the required boxes and click **Continue**. The MiSACWIS User Registration Confirmation screen appears:

> **Note**
>
> Be sure to enter the information exactly as you entered it during the SSO account registration; otherwise, your SSO and MiSACWIS account information won't match.

6. Click **Submit** to submit your MiSACWIS registration. You will receive a confirmation:
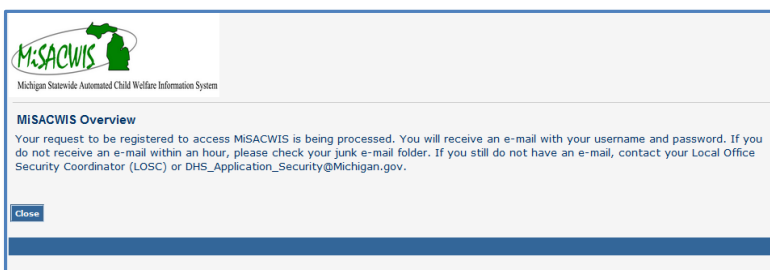
Logging in to MiSACWIS

After you register in MiSACWIS, you will receive an e-mail from a MiSACWIS administrator with your SSO-generated MiSACWIS User ID and temporary password. You will not be able to change your User ID, but you can change the temporary password when you login to MiSACWIS.

Logging in to MiSACWIS is a bit different as a Non-MDHHS worker. You will need to login to SSO and MiSACWIS:
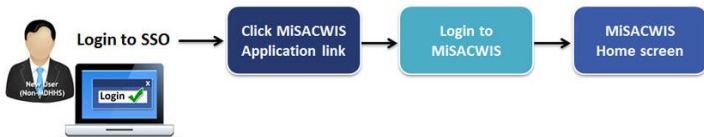
The first time you login to MiSACWIS as a Non-MDHHS worker, you will be prompted to change your password.

To login to MiSACWIS for the first time:

1. Login to the State of Michigan SSO. The Application Portal screen appears.

2. Click DHS – MiSACWIS. The Michigan Usage Agreement screen appears.

3. Click **I Agree** to agree to the usage agreement. The MiSACWIS Login screen appears:

4. Enter your MiSACWIS User ID and temporary password.
    Click **Log In**. The MiSACWIS Change Password screen
    appears:

5. Enter your MiSACWIS User ID and temporary password.
    Then, enter a new password and reenter the new
    password. Click **Save**. The MiSACWIS Login screen
    appears.

6. Log back into MiSACWIS with your User ID and new
    password. The MiSACWIS Change Challenge/Response
    Answers screen appears:

7. From the **Challenge Question 1** list, select the desired
    challenge question.

8. Type an answer to the question in the corresponding **Answer** box. Type the answer again in the **Confirm Answer** box.

9. Repeat steps 7 and 8 for Challenge Questions 2 and 3.

10. Click **Save**. The MiSACWIS Home Desktop screen appears.

To login to MiSACWIS:

1. Login to the State of Michigan SSO. The Application Portal screen appears.

2. Click DHS – MiSACWIS. The Michigan Usage Agreement screen appears.

3. Click **I Agree** to agree to the usage agreement. The MiSACWIS Login screen appears:

4. Enter your MiSACWIS User ID and password. Click **Log In**. The MiSACWIS Home Desktop screen appears.

Getting started in MiSACWIS

MiSACWIS is the statewide computer application you use to support day-to-day child welfare job tasks. This system provides:

- Real-time access.

- Data entry methods that reduce duplication of data collection and help eliminate paperwork.

- A single, comprehensive view of the child, youth, and family.

- Reporting capabilities.

- Maintenance of accurate data for decision making.

- Automated interfaces with external systems.

The goals of MiSACWIS are to monitor, track, and improve the outcomes of services delivered to children and families, thus fostering safety, permanency, and well-being for children in Michigan. These goals are accomplished through the multiple MiSACWIS functional areas like Intake and Case Management.

As a seclusion and restraint worker, you will have access to only certain areas of the system, mainly the Provider area.

The Provider Management area maintains information about foster homes, residential facilities, and relative caregivers throughout the state, including names, addresses, staff members, licensing information, home evaluations, and training.

System navigation and components

MiSACWIS navigation is modeled after well-known web applications. Its tab-based structure reflects the flow of normal worker and support staff business processes. You navigate MiSACWIS through a combination of tabs, menus, hyperlinks, command buttons, and searches. When you first login to MiSACWIS, you will see the Home screen/**Desktop** tab.

MiSACWIS supports primary and secondary navigation through tabs at the top of the system screens.

Upon navigating further into MiSACWIS, you access other navigational methods including the left hand menu.

The MiSACWIS screens include specialized form controls, like:

- Text boxes
- Drop-down lists
- Check boxes
- Option buttons
- Narrative boxes
- Multiple-select lists with Add and Remove features
- Pop-up calendars for date boxes
- Spell Check functionality

Required fields

You must enter required pieces of information in order to save a certain work item in the system. MiSACWIS-required fields are bold with a red asterisk at the end of the field name.

Federal reporting elements

MiSACWIS contains reporting elements of the federal Adoption and Foster Care Analysis and Reporting System (AFCARS), the National Child Abuse and Neglect Data System (NCANDS), and National Youth in Transition Database (NYTD). The federal elements/fields are in bold red text followed by a blue plus sign. If the federal elements are required, they have a red asterisk after the plus sign.

If at any time you need assistance using MiSACWIS, please review the online support tools listed on page 20 or the troubleshooting information in online help.

MiSACWIS Home screen

This screen serves as your starting point for work in MiSACWIS. Depending on your security profile, you can access various parts of MiSACWIS from this screen.
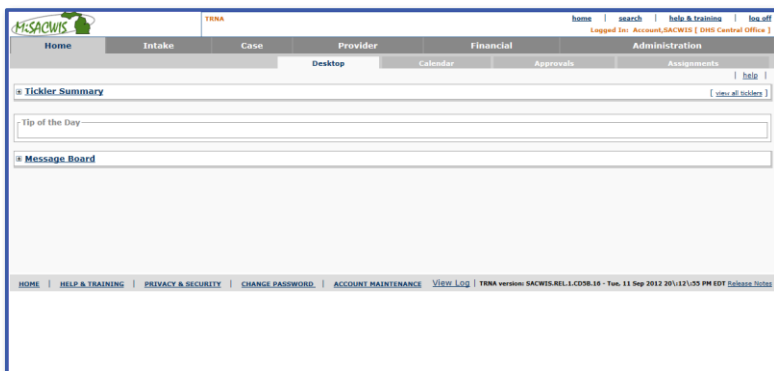
Tickler Summary

This area contains the most current ticklers for your workload. Click a tickler link to view the associated screen or work-item, or click view all ticklers to search for all ticklers related to your workload.

Tip of the Day

This section displays the MiSACWIS Tip of the Day. Some tips may include a link to view more information or graphics.

Message Board

This area displays broadcast messages for MiSACWIS users. Messages can be configured to display for all users, state users only, or for users from a certain organization.
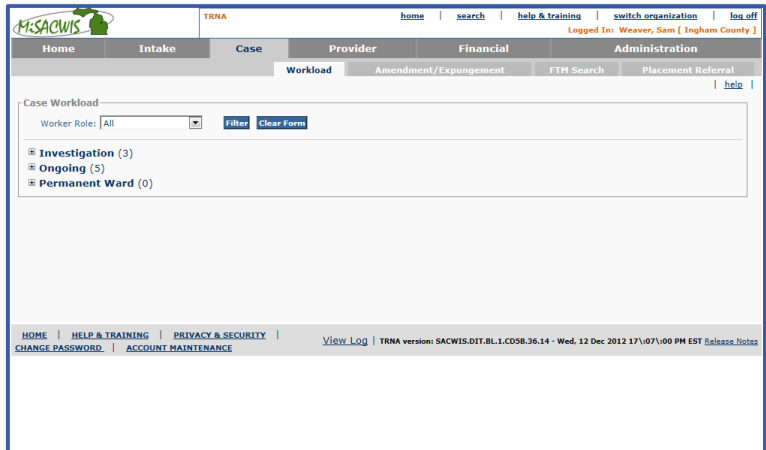
Common screen components

The MiSACWIS system consists of screens, tabs, and sub tabs. It also contains some standard areas that are consistent from screen to screen.

Header Area

This area contains the home, search, help & training, switch organization, data warehouse portal, and log off links.

Navigation Area

This area consists of primary and secondary tabs. Not all screens in MiSACWIS display navigation tabs.

Main Screen Area

You interact with MiSACWIS data in this area, whether you are creating, updating, deleting, or viewing data.

Footer Area

This area contains a number of links to assist you on the job, such as Home, Help & Trng, Privacy & Security, Acct Maint, and Chge Password.

Support tools

MiSACWIS provides different ways to support you on your job, depending on your needs at a given time, as follows:

| Tool	How to display it	When to use it
Online Help	Click help & training in the header. or Click help on a screen in the system.	You need assistance completing tasks in MiSACWIS, glossary definitions, information about the current screen, State policies, or other information.
CBT (Computer-Based Training)	Visit the following URL: http://www.michigan.gov/dhs/0,4562,7-124-5455_72083---,00.html	You are new to MiSACWIS and want to learn how to use it, or want to practice using it.
Webinar	Visit the following URL for the Incident Reporting webinar: http://midhs.adobeconnect.com/p1gveg6wtn5/	You want to learn how to record an incident report for seclusion and restraint.
State policies	Click a policy link in a screen-level help topic. OR Perform a keyword search in the online help on the **Search** tab. OR Click help & training in the header, and then click Rules, Regulations, & Policy.	You want to refer to State policies that are related to subject matter of the current screen or in relevance to general MiSACWIS functionality.

Using online help

MiSACWIS online help, what you are viewing now, is a comprehensive, searchable version of a user manual. Instead of being printed on paper, online help is available within MiSACWIS at your specific point of need.
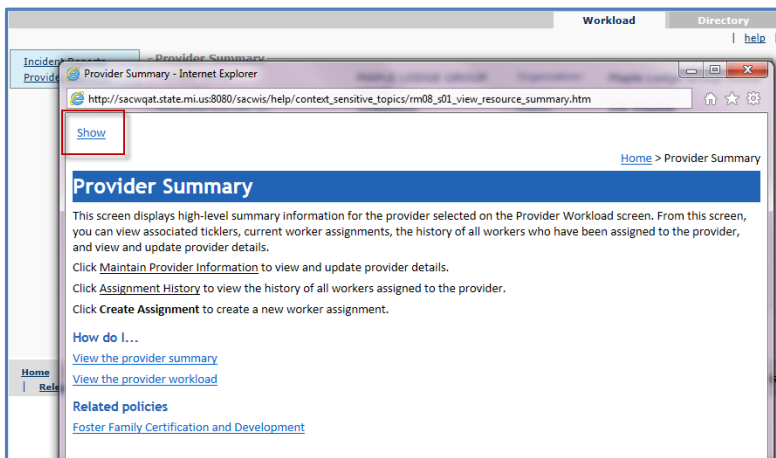
You can open online help in a few different ways. The fastest way to get help while in the system is to click the <u>help</u> link in the upper right of the screen:
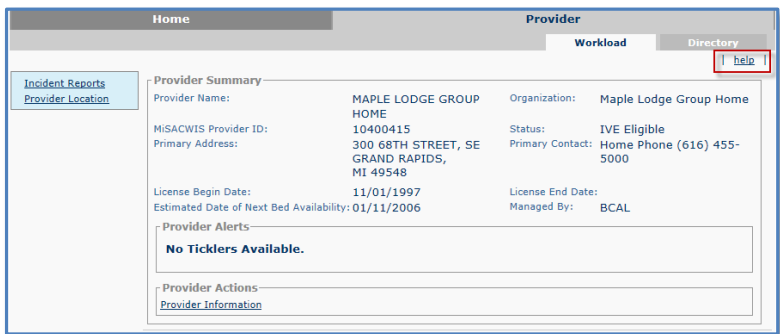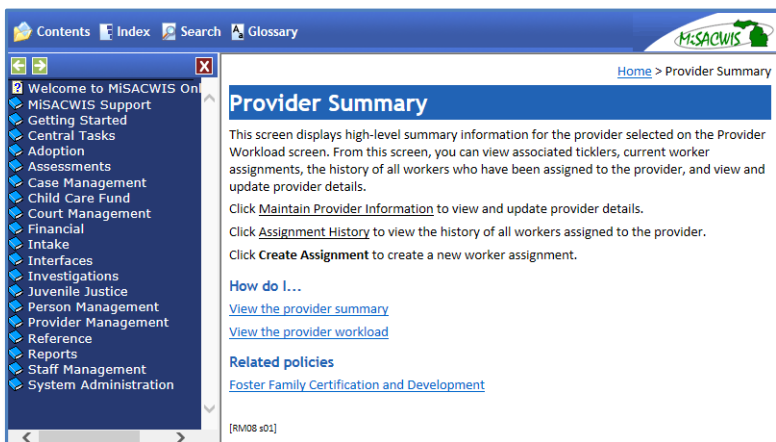

Clicking this small <u>help</u> link causes the corresponding screen topic to appear:
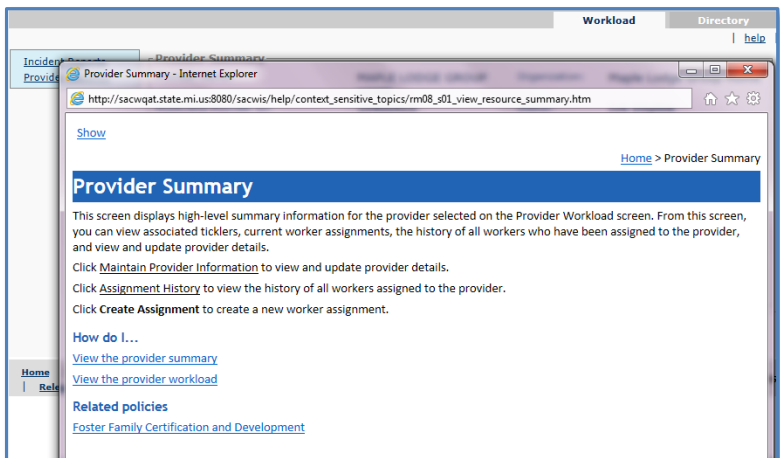
To view the full online help system from the screen topic, click Show in the upper left corner of the topic:

The navigation window appears, displaying the full help system:

The **Contents**, **Index**, **Glossary**, and **Search** buttons offer different ways in which you can find information:

- **Contents -** Organizes topics according to the functional job areas within MiSACWIS. Categories of topics appear as "books" in the contents. Specific topics appear as pages. In the right pane, you will see the topic you

selected. When you open the main help system, the **Contents** display by default.

- **Index** - Offers an alphabetical list of keywords within the online help. This index is more interactive than one in a book in that you can search for keywords and topics. In the right pane, you will see the topic you selected.

- **Search -** Allows you to search the help content for specific terms. Type the term you are looking for in the **Search** box, and then press **Enter**. The topics containing the term you entered are listed in the pane. Click the topic to view the content. You can enable or disable the term highlighting feature by selecting the **Highlight search results** check box. In the right pane, you will see the topic you selected.

- **Glossary** - Contains the MiSACWIS terms for reference. Click a word, and its definition will appear in the box below.

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Chapter 2
Central Tasks

In this chapter

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Find or add a person

You can find a person through the general Person Search screen. Simply click search at the top of main screen in MiSACWIS. Person Search is the default search tab. From here you can make sure a person record already exists for someone. You cannot add a new person record from the main **Person Search** tab.

You can also find a person from a work item (e.g. incident report) and link the person to the work item. From this area, you can add a new person record. Before you add a person, you will be prompted to search. This helps eliminate the duplication of records.

To find a person:

1. From any screen, click search in the header. The Person Search screen appears.

2. Enter the criteria you want to use in your search:

   - If you know the person's ID, SSN, or reference value, enter it under Quick Person Search Criteria.

   - If you do not know the person's unique ID values, enter the person's last name under Advanced Search Criteria. You can enter additional criteria to narrow the search results.

3. Click **Search**. The matching person records appear in the
    Person Search Results area.

    If duplicate search results come back, review the person
    preview for each duplicate person to determine the
    correct record to use. You do this by clicking the person
    name hyperlink:

4. Click select to view the person profile. If you are
    searching for a person from a work item, clicking select
    will add the person to the work item.

To add a person:

1. On your current work item screen, click the appropriate
    button to search for a person. The Person Search screen
    appears.

2. Enter the criteria you want to use in your search:

- If you know the person's ID, SSN, or reference value, enter it under **Quick Person Search Criteria**.If you do not know the person's unique ID values, enter the person's last name under **Advanced Search Criteria**. You can enter additional criteria to narrow the search results.

- If you do not know the person's unique ID values, enter the person's last name under **Advanced Search Criteria**. You can enter additional criteria to narrow the search results.

3. If the person does not appear in the search results, click **Add Person**. The Basic Person Information screen appears:

4. Complete the required boxes on the screen and click **Save**.

Online Help

For more details on how to enter a new, complete person profile, please see the "Record a person profile" process in online help.

Add employees

Employee records include basic information, job history, and qualifications. An employee has both an employee record and a person record in MiSACWIS. When you record new employees, their name, birth date, gender, and other basic information is stored in their person record instead of their employee record.

To add employees:

1. From the Home screen, click <u>search</u>. The Person Search screen appears. Click the **Employee Search** tab. The Employee Search screen appears.

   OR

2. From the Home screen, click **Administration** > **Staff**. Click <u>Maintain Staff</u> in the left hand menu. The Employee Search screen appears.

3. Enter search criteria and click **Search**. The matching employees appear in the search results.

4. If the employee does not exist, click Add Employee. The Person Search screen appears.

5. Enter search criteria and select the person you want to add as an employee. The Employee Basic Information screen appears.

   If the person record does not exist, <u>create a person profile</u>. Upon saving the new person profile, the Employee Basic Information screen appears.

6. Enter the employee's e-mail address and hire date and click **Apply**.

7. Add a job for the employee:

   a. Click **Add Job** to record the employee's current position. The Employee Job Details screen appears.

    b.   Complete the following required information:

        Start Date
        Organization Category
        Organization
        Job Title
        Scheduled Hours per Week
        Supervisor Type

    c.   Enter any additional information.

    d.   Click **Link Employee** to search and select a supervisor to link to the employee record.

    e.   Click **Save**. You are returned to the Employee Basic Information screen.

8.   Add a non-caseload weighted activity for the employee:

    a.   Click **Add Non-Caseload Weighted Activity**. The Employee Non-Caseload Weighted Activity screen appears.

    b.   Select an activity from the **Activity Type** list.

    c.   Enter the percentage of the activity in the **Percentage** box.

    d.   Click **Save**. You are returned to the Employee Basic Information screen.

9.   Add professional licenses:

    a.   Click the **Qualifications** tab. The Employee Qualifications screen appears.

    b.   Click **Add License**. The Employee License Details screen appears.

    c.   Complete the following required information:
        License Name
        License Type
        Start Date

    d.   Enter any additional information.

    e.   Click **Save**. You are returned to the Employee Qualifications screen.

10. Add education information:

    a.   On the Employee Qualifications screen, click **Add Education**. The Employee Education Details screen appears.

    b.   Complete at least the following required information:
School
Degree
Major

    c.   Click **Save**. You are returned to the Employee Qualifications screen.

11. Add the employee's skills:

    a.   On the Employee Qualifications screen, click **Add Skills**. The Employee Skills screen appears.

    b.   Enter information about the employee's skills in the **Comments** box.

    c.   Click **Save**. You are returned to the Employee Qualifications screen.

12. Click **Save**. You are returned to the Employee Search screen.

View existing incident reports

In MiSACWIS, you can view the incident reports that have been recorded for the organization.

To view incident reports:

1. Click the **Provider** tab and then the **Directory** tab. This takes you to the Provider Search screen.

2. Click **Search** to search for the facilities in your organization. Your facility is prepopulated in the **Organization** list.

3. In the search results, click <u>select</u> beside the facility. The Provider Summary screen appears.

4. From the left hand menu, click <u>Incident Reports</u>. The Incident Search screen appears.

5. If there are numerous incident reports, select the search criteria for the report you want to view and click **Search**. The matching reports appear in the results.

6. Click <u>select</u> beside the report you want to view. The Incident Details screen appears.

7. Click the tabs within the incident report to view the details about the incident.

8. Click **Cancel** to return to the Incident Search screen.

Add locations and sub locations

At times, you may need to add locations and sub locations for your facility. These locations/sub locations are specified as part of the incident report.

To add locations and sub locations:

1. From the Home screen, click the **Provider** tab. Click the **Directory** tab.

2. Enter the search criteria and click **Search**. The matching providers appear under **Search Results**.

3. Click select to select to view the provider record. The Provider Summary screen appears.

4. From the left hand menu, click Provider Location. The Provider Location screen appears. Existing provider locations are listed in the location list.

5. Click **Add Location** to add a new location. The Provider Location Detail screen appears.

6. In the **Location Name** box, enter the location name.

7. In the **Provider Sub Locations** section, select the appropriate sub location and click **Add Sub Location**.

8. Add additional sub locations by selecting them from the list and clicking **Add Sub Location**.

9. Click **Save**. You return to the Provider Location screen.

Record an incident report

Reporting incidents quickly and accurately is crucial to the daily operations of MDHHS for the care and safety of children, youth, and employees. In MiSACWIS, you record incident reports that include the incident details, the child or youth involved, and the provider members or staff involved.

Recording an incident report includes these high-level steps in the system:

```
┌──────────────┐     ┌──────────────┐     ┌──────────────┐
│   Add the    │ ──▶ │ Enter the    │ ──▶ │     Add      │
│  incident    │     │ basic        │     │ children/    │
│   report     │     │ information  │     │ youth        │
│              │     │              │     │ involved     │
└──────────────┘     └──────────────┘     └──────────────┘
                                                 │
                                                 ▼
┌──────────────┐     ┌──────────────┐     ┌──────────────┐
│     Add      │ ◀── │ View incident│ ◀── │  Add staff   │
│ notifications│     │ report       │     │  involved    │
│              │     │ factors      │     │              │
└──────────────┘     └──────────────┘     └──────────────┘
       │
       ▼
┌──────────────┐
│  Submit for  │
│   review     │
└──────────────┘
```
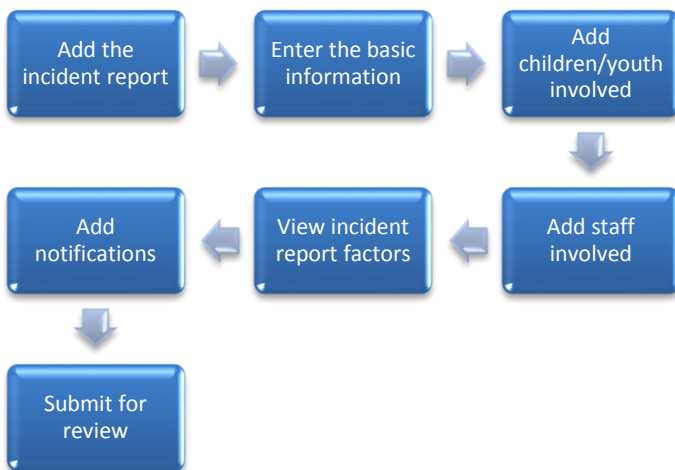
To record an incident report:

1. Click the **Provider** tab and then the **Directory** tab. This takes you to the Provider Search screen.

2. Click **Search** to search for the facilities in your organization. Your facility is prepopulated in the **Organization** list:

3. In the search results, click <u>select</u> beside the facility. The Provider Summary screen appears.

4. From the left hand menu, click <u>Incident Reports</u>. The Incident Search screen appears.

5. Enter the **Incident Date** and click **Add Incident Report**. The Incident Details screen appears.

Online Help

Refer to Online Help for the next detailed steps:

- Enter basic information for an incident.
- Add children or youth involved in an incident. (Remember that the person selected as the perpetrator is the one who initiated the incident. Not all witnesses need to be included as observers, only those directly involved.
- Add provider members or staff involved in an incident.
- View the incident report factors.
- Submit the incident report for review.